







BAKERSFIELD COLLEGE LEARNING & CAREER PATHWAYS





COMPLETION TEAM COMMUNICATION PLAN | 2019

ACTION ITEMS









<p>Momentum Points</p> <p>Encouraging students to meet momentum points – take action</p> 	<p>Clarify Path</p> <p>Corrective comm. for students off path – take action</p> 	<p>Inform/Refer</p> <p>Proactive checking in and referral to services – (academic/non)</p> 	<p>Remove Barriers</p> <p>Handoff to Counseling for student intervention – (academic/non)</p> 	<p>Opportunities</p> <p>Pathways specific opportunities – take action</p> 	<p>Walk In</p> <p>Responding to in-person and virtual support needs – take action</p> 
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ROLES







<p>Counselor/Advisor</p> 	<p>Data Coach</p> 	<p>Faculty</p> 
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Role:	OnGoing Goals:	Timing:	Action(s):
	Proactive outreach to students to ensure students have a plan and are meeting momentum points.		
	<p>GOAL: Provide clear expectations for students</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Review important dates (e.g., withdraw dates) to inform students, through syllabi → Update syllabi → Send reminder to students prior to start of class to ensure they attend the first day of class 	<p style="color: red;">Week 0 (for multiple weeks prior to the start of each term)</p>	
	<p>GOAL: Contact students who are not enrolled in 15 units (<i>*note: continue till no late start options are available, may carry on for several weeks</i>)</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Filter in Starfish for all students who have received "Automatic Flag - At least 9 units but fewer than 15" flag: with attributes for academic standing combined is not assigned → Call all students who resulted from filter and track notes in Starfish → Phone calls and email communication no later than XXX Date → Notes entered in Starfish no later than XXX Date <p style="text-align: center;">◆ Communication templates link</p>		









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	<p>GOAL: Keep students up to date on pathway activities, events, internships, changes in courses, changes in transfer</p> <p>STEPS:</p>		
	<p>GOAL: Search and recovery - Filter in Starfish for all students in the “search and recovery” cohort: with attribute for your pathway</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Message all pathway students through pathway email (<i>*note: once Starfish “select all” is enabled complete this task through starfish so that we can track communications</i>) 		
<p>Role:</p>	<p align="center">Start of Term Goals:</p> <p align="center">Proactive outreach to students to ensure students have a plan and are meeting momentum points.</p>	<p>Timing:</p>	<p>Action(s):</p>
	<p>GOAL: Clarify the path for students who need to make registration changes (<i>*note: add/drop period</i>)</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Meet with student walk-ins (or respond to phone calls/emails) for student needs 		
	<p>GOAL: Welcome and focus students on pathways, graduation, and maximum units</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Faculty <ul style="list-style-type: none"> ◆ Slides: Make sure it includes the counselor/advisor info for the pathway ◆ Remind students to apply for graduation early → Counselor/Advisor <ul style="list-style-type: none"> ◆ Send email welcome to new students in each pathway ◆ Classroom visits ◆ Attend Pathway meetings <ul style="list-style-type: none"> ● Communication templates link 	<p align="center">Weeks 1 & 2 <i>(add/drop period)</i></p>	







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	<p>GOAL: Contact students who have not completed transfer-level Math and English (<i>*note: continue till no late start options are available, may carry on for several weeks</i>)</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Filter in Starfish for all students who have received "Transfer-Level Math and English - Completed" flag: with attributes for current term >9 units, current term <13units, and academic standing combined is not assigned <ul style="list-style-type: none"> ◆ Data Coach provide Cognos report for reference → Set up calling campaign using student workers having student workers schedule appointments with counselor/advisor → Create note in Starfish for tracking purposes → Send message through starfish for all of those who did not answer or schedule an appointment 		
	<p>GOAL: Inform students about campus resources</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Faculty <ul style="list-style-type: none"> ◆ Slides: encourage students to participate in tutoring, importance of attendance, assignments ◆ Inform students about library services, and health center ◆ Remind students to apply for graduation ◆ Use Starfish to Flag attendance, assignment, and behavior issues → Counselor/Advisor <ul style="list-style-type: none"> ◆ Filter in Starfish for pathway students who have received manually raised flags ◆ Send email communication about academic service programs such as tutoring, SI, library hours, Renegade Pantry, Health Center and Mental Health <ul style="list-style-type: none"> ● Communication templates link 	<p>Week 3</p>	
	<p>GOAL: Identify students in Starfish w/o CSEP. Ensure students have CSEPs (<i>*note: continue until all students have completed a comprehensive plan, may carry on for several weeks</i>)</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Message all students who have resulted from filter through Starfish for tracking purposes 	<p>Week 4</p>	










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	<ul style="list-style-type: none"> → Phone and email communication should be initiated → Encourage appointments to discuss CSEP and the importance of staying on track 		
	<p>GOAL: Monitor student progress and attendance</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Slides: Remind students to apply for graduation → Use Starfish to Flag attendance, assignment, and behavior issues → Remind students to complete a comprehensive SEP 		
Role:	Mid Term Goals: Identify needs, support, or barriers to be addressed to keep student on their path.	Timing:	Action(s):
	<p>GOAL: Proactive messaging for academic support services along with the impact of dropping courses</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Message all pathway students through pathway email (<i>*note: once Starfish "select all" is enabled complete this task through starfish so that we can track communications</i>) <ul style="list-style-type: none"> ◆ Communication templates link 	Week 5	
	<p>GOAL: Keep momentum</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Slides: Remind students to apply for graduation 		
	<p>GOAL: Ensure students are attempting 30 units</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Filter in Starfish for students who have received "30 attempted units" flag: with attributes for current term enrolled units ">9 units", current term enrolled units "<13units", and academic standing combined is "not assigned" → Set up calling campaign using student workers for all students, who resulted from filter, and have student workers schedule appointments with counselor/advisor as needed → Create note in Starfish for tracking purposes → Send message through starfish for all of those who did not answer or schedule an appointment 	Week 6 (CSU fall application start)	





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	<p style="text-align: center;">◆ Communication templates link</p> <p>GOAL: Progress survey triage</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Filter in starfish for the below progress survey flag/referral items <ul style="list-style-type: none"> ◆ “Progress survey only – academic concerns” ◆ “Progress survey only – attendance concerns” ◆ “Progress survey only – tutoring referral” → Call all students, who resulted from filter, to resolve concerns or provide resources → Create note in Starfish for tracking purposes → Send message through starfish for all of those who did not answer <ul style="list-style-type: none"> ◆ Communication templates link 		
	<p>GOAL: Keeping Momentum</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Faculty <ul style="list-style-type: none"> ◆ Slides: complete/update Comprehensive Student Ed Plan, show how to complete CSEP on Starfish ◆ Encourage communication with instructors about grades, attendance, questions about courses → Counseling Lead <ul style="list-style-type: none"> ◆ Conduct one Pathway Event on campus (open to individual Pathway needs e.g. Transfer Application Workshops, Graduation Application Workshops, Financial Aid Applications, Career Fair) 	<p>Week 7</p>	
	<p>GOAL: Prompt registration for upcoming term</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Filter in Starfish for students within pathway: with attributes for current student and academic standing combined is not assigned → Message all pathway students through pathway email (<i>*note: once Starfish “select all” is enabled complete this task through starfish so that we can track communications</i>) 	<p>Week 8</p>	

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	<p>GOAL: Keeping Momentum</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Slides: Encourage students to have a registration plan → Ask if they changed their pathway to see a counselor to stay on path 	<p align="center">Week 9</p>	
<p align="center">Role</p>	<p align="center">End of Term Goals:</p> <p align="center">Retention and Success: Identify and proactively outreach to students who have not enrolled for the upcoming term. Ensure students have a plan and are meeting momentum points.</p>	<p align="center">Timing</p>	<p align="center">Action(s)</p>
	<p>GOAL: Progress survey triage</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Filter in starfish for the below progress survey flag/referral items <ul style="list-style-type: none"> ◆ “Progress survey only – academic concerns” ◆ “Progress survey only – attendance concerns” ◆ “Progress survey only – tutoring referral” → Call all students, who resulted from filter, to resolve concerns or provide resources → Create note in Starfish for tracking purposes → Send message through starfish for all of those who did not answer <ul style="list-style-type: none"> ◆ Communication templates link 	<p align="center">Week 10</p>	
	<p>GOAL: Remind students to register for the next semester(s)</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Slides: Remind students about priority registration. 		
	<p>GOAL: Student priority registration period</p> <p>STEPS:</p> <ul style="list-style-type: none"> → Meet with student walk-ins (or respond to phone calls/emails) for student needs, during the priority registration period 	<p align="center">Weeks 11 - 13</p>	
	<p>GOAL: Registration encouragement, keeping momentum</p>		

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	<p>STEPS: → Slides: Focus on registration for math, English, and major courses that are limited in offerings</p>		
	<p>GOAL: Search and recovery - Filter in Starfish for all current students in your pathway who have not registered for the upcoming term: use pathway cohort tab, add attribute for “upcoming ‘term’ units” less than < 15. * additional attributes available to filter for this</p> <p>STEPS: → Contact all students who have resulted from filter in step 1. Depending on filtered results may drill down on cohort by utilizing additional attributes</p>	Weeks 13 - 16	
	<p>GOAL: Encourage students to stay focused on finals and plan for the next semester</p> <p>STEPS: → Slides: Registration reminder, Visit advisor, counselor reminder, Stay informed over the summer by checking your email</p>		

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